



# National Finance Center Customer Notification

**Date of Notification:** February 8, 2011

**Subject:** NFC's Washington's Birthday Holiday

**Database/Customer(s) Affected:** All

**Dear Customer:**

In observance of the Washington's Birthday Holiday, the National Finance Center's (NFC) offices will be closed Monday, February 21, 2011, including the following help desks: (1) NFC's *EmpowHR* Help Desk, (2) NFC's Payroll/Personnel Call Center, (3) NFC's WebTA Help Desk servicing designated USDA, OOC and HUD customers and (4) NFC's Administrative Billings and Collections Office (ABCO) and the ABCO Claims Help Desk.

All NFC applications will remain available during this holiday and payroll/personnel processing will continue on the normal schedule.

As always, the NFC Operations and Security Center (OSC) staff will be available 24 hours per day, 7 days per week at 1-800-767-9641, 1-504-426-6435, or via e-mail to [osc.etix@usda.gov](mailto:osc.etix@usda.gov).

**Federal employees with questions concerning this notification should contact their Servicing Personnel Office.** Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at [Customer.Support@usda.gov](mailto:Customer.Support@usda.gov).

JAF/M6-11-009/009

## "Tip of the Week"

Agencies are reminded when submitting Federal Erroneous Retirement Coverage Correction Act (FERCCA) cases, to include a full pre-conversion breakdown for time periods during which NFC was not their agency's payroll provider.